Child Welfare Services/ Case Management System New System Project

October 26, 2006

Presented by Melody Hayes
Assistant Deputy Director
CWS/CMS Project

Background

CWS/CMS

- Current system in use since 1997.

- Increase in programmatic expectations and end-user technical proficiency have resulted in an elevated user expectation of what CWS/CMS should provide.

- Due to the outdated architecture and complexity of the system, updates are an expensive and lengthy process.

Background

Child Welfare Services

California Department of Social Services (CDSS) views CWS/CMS as a tool for the support of the child welfare workforce. The focus of its use to:

- Enable more time spent providing services to children and parents
- Contribute to recruitment and retention of staff
- Improve quality and quantity of services resulting in improved outcomes for children and families

CWS/CMS users have indicated that completion of unfulfilled SACWIS functionality and update of system technology would provide significant benefits resulting in:

- Improved delivery of services
- More effective use of social workers' time
- Better quality case documentation and information

Business Needs

- Adoption Case Management
- Title IV-E Eligibility Determination
- Financial Management Functionality
- Implementation of Promising Practices (i.e., Differential Response, Risk Assessment)
- Standardized Reporting
- Timely System Updates
- Improved Remote Access Methods

- Document Storage
- Improved Data Entry to Support Workflow
- Reduction of Time Spent Using the System
- External System Access and Information Exchange (i.e., ILP Providers, Courts)
- Interfaces for Information Exchange: CalWORKS, Child Support, Foster Care, and Medi-Cal

Technical Strategy

Service Oriented Architecture

A service oriented architecture (SOA) leverages existing data and application assets into shareable services. Developing services provides easier maintainability and agility to incorporate future business workflows and processes will be easier. Implementation of this strategy will allow the integration of the counties' business needs across functions. The strategy to develop a SOA replacement system is based on recommendations from the Technology Architecture Alternatives Analysis (TAAA).

A fully Statewide Automated Child Welfare Information System (SACWIS) compliant New System using a web services-based technical architecture will provide:

- The best solution to meet current and future needs for delivery of child welfare services
- A technology direction to meet the needs of county, State, and federal stakeholders
- Automation of routine activities (documenting actions/activities, reporting)
- Support for complex tasks (decision support, foster care placements, case planning)

Benefits

- Increased Delivery of Services to Children and Families -
  - Online access to statewide, historical referral and case data will aid staff in the field:
    - To assess and respond to children at risk more quickly
    - In case decision-making and service delivery
    - To more readily manage the case and ensure required services are delivered to help move the child more rapidly into an appropriate setting
- Increased Delivery of Services in Adoptions –
  - Automating Adoptions case management will aid staff by:
    - Eliminating or decreasing a variety of manual tasks
    - Supporting the statutory requirement for concurrent planning and the program goal of permanency

Benefits

- Increased Productivity
  - Remote access technology will increase productivity by:
    - Reducing commutes to and from the office for information
    - Allowing workers to enter information while waiting for appointments (i.e., medical, court) and at other down times while working in the field
  - New GUI Design will increase productivity by:
    - Eliminating redundant data entry by pre-populating fields and reports
    - Eliminating the hierarchy of screens by consolidating the fields for one topic onto one screen
  - Automated workflow will increase productivity by providing the ability to perform multiple business functions simultaneously:
    - Eliminating Optimistic Concurrency issues
    - Enhancing the ability to provide integrated case management

New System Project

- Approved by State on April 17, 2006
- Approved by ACF on July 21, 2006
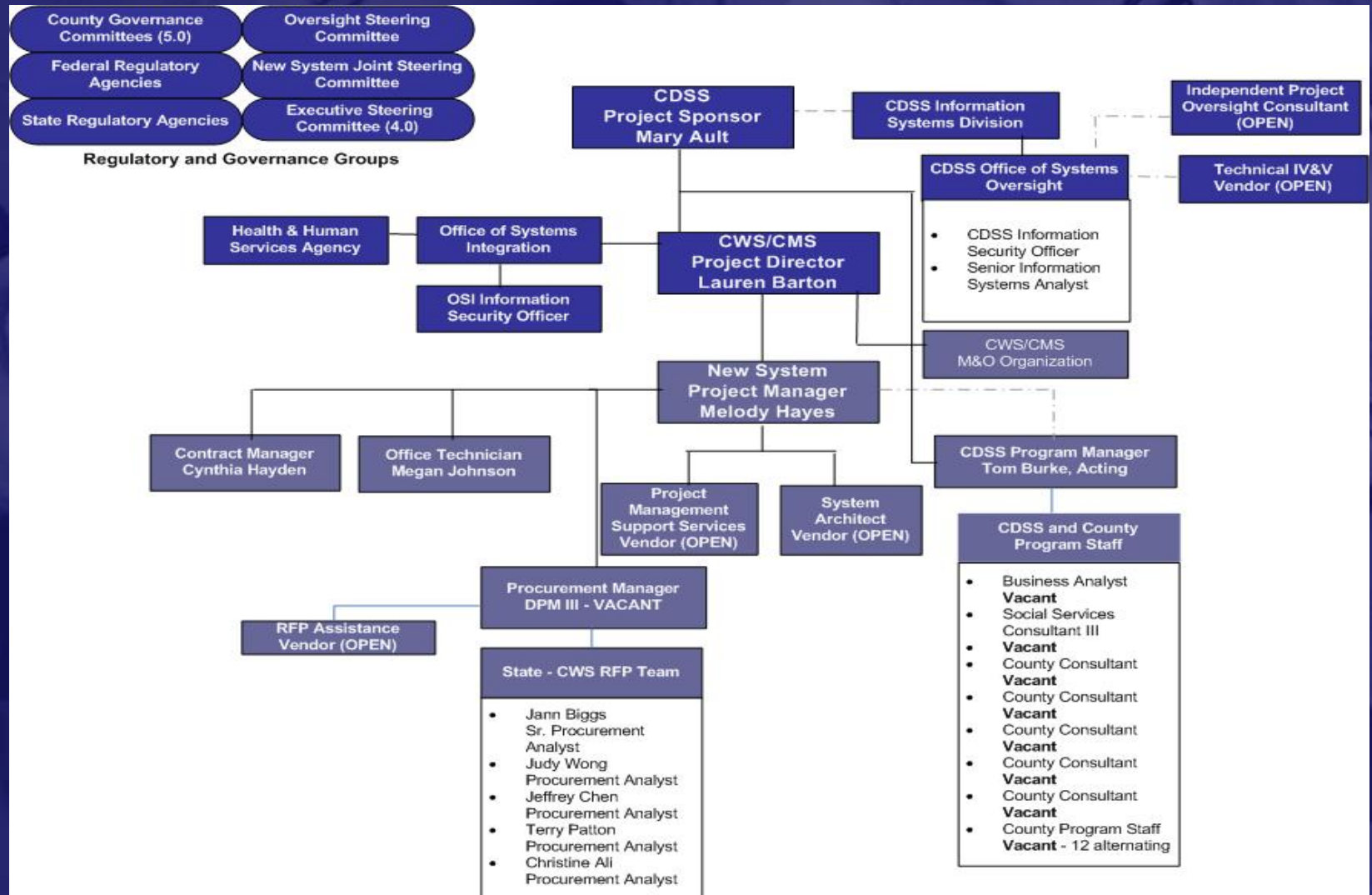- Two Phases: Planning and Implementation

New System Vision

ᴧ *"To improve the safety, well-being, and permanence of at risk children by enhancing the ability of social workers to provide services in an efficient and effective manner".*

Project Team

Comprised of :

- CDSS Staff – Program knowledge

- OSI Staff – IT Project Management

- County consultant – Program Knowledge

- Vendor staff – IT Knowledge

Project Organization

Regulatory and Governance Groups

- County Governance Committees (5.0)
- Federal Regulatory Agencies
- State Regulatory Agencies
- Oversight Steering Committee
- New System Joint Steering Committee
- Executive Steering Committee (4.0)

CDSS Project Sponsor Mary Ault

CDSS Information Systems Division

Independent Project Oversight Consultant (OPEN)

CDSS Office of Systems Oversight
- CDSS Information Security Officer
- Senior Information Systems Analyst

Technical IV&V Vendor (OPEN)

Health & Human Services Agency

Office of Systems Integration

OSI Information Security Officer

CWS/CMS Project Director Lauren Barton

CWS/CMS M&O Organization

New System Project Manager Melody Hayes

Contract Manager Cynthia Hayden

Office Technician Megan Johnson

Project Management Support Services Vendor (OPEN)

System Architect Vendor (OPEN)

CDSS Program Manager Tom Burke, Acting

CDSS and County Program Staff
- Business Analyst **Vacant**
- Social Services Consultant III **Vacant**
- County Consultant **Vacant**
- County Consultant **Vacant**
- County Consultant **Vacant**
- County Consultant **Vacant**
- County Consultant **Vacant**
- County Program Staff **Vacant** - 12 alternating

Procurement Manager DPM III - VACANT

RFP Assistance Vendor (OPEN)

State - CWS RFP Team
- Jann Biggs Sr. Procurement Analyst
- Judy Wong Procurement Analyst
- Jeffrey Chen Procurement Analyst
- Terry Patton Procurement Analyst
- Christine Ali Procurement Analyst

Planning Schedule

High-Level Planning Activity	Estimated Start Date	Estimated Completion Date
Project Initiation Activities	July 2006	February 2007
RFP Requirements Development	October 2006	May 2007
RFP Preparation	October 2006	October 2007
System Integrator Solicitation	December 2007	February 2008
New System Proposal Evaluation	March 2008	August 2008

Implementation Schedule

High-Level Implementation Activity	Estimated Start Date	Estimated Completion Date
System Development	December 2008	September 2010
System Test	February 2010	July 2010
User Acceptance Test	August 2010	November 2010
Training/Change Management	December 2010	November 2011
Conversion	February 2009	November 2011
Pilot Test	December 2010	January 2011
Statewide Implementation	February 2011	November 2011

Questions?